



**FACTORS THAT INFLUENCE EMPLOYEE'S JOB SATISFACTION IN SERVICE  
SECTOR AREA MITC COMPLEX**

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2015430028**

**BACHELOR OF BUSINESS ADMINISTRATIONS WITH HONOURS  
(HUMAN RESOURCE MANAGEMENT)  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
CAWANGAN MELAKA KAMPUS BANDARAYA MELAKA**

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**Submitted in Partial Fulfilment of the  
Requirement for the  
Bachelor of Business Administration with Honours (Human Resource)**

**FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
CAWANGAN MELAKA  
KAMPUS BANDARAYA MELAKA**

**DECLARATION OF ORIGIN WORK**



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“DECLARATION OF ORIGIN WORK”**

**I, NUR AMIRAH BINTI CHE MUD (I/C NUMBER: 960702-03-5928)**

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## **LETTER OF SUBMISSION**

July 2018

The Head of Program

Bachelor of Business Administration with Honours

(Human Resource)

Faculty of Business Management

Universiti Teknologi MARA

Cawangan Melaka

Kampus Bandaraya Melaka

110 Off Jalan Hang Tuah

75300 Melaka

Dear Sir/Madam,

### **SUBMISSION OF PROJECT PAPER**

Attached is the project paper title "FACTORS THAT INFLUENCE EMPLOYEE'S JOB SATISFACTION IN SERVICE SECTOR AREA MITC COMPLEX" to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank You

Yours Sincerely,

NUR AMIRAH BINTI CHE MUD (2015430028)

Bachelor of Business Administration (Hons) Human Resource

## **ABSTRACT**

This study aims to examine the factors that influence employee's job satisfaction in service sector area MITC Complex. Employee's job satisfaction is very important for organization especially in service sector. It involved people's feeling toward their jobs. . When a person responds that he has high job satisfaction, it shows that he really loves his job, feels better about it and values his job dignity. This study includes the objectives as follows, to study the relationship between compensation, work environment, job stress, leadership styles towards employee's job satisfaction and to identify the most influence factors compensation, work environment, job stress, leadership styles between employee's job satisfactions. In order to achieve all these two objectives, the quantitative study methods were used and the data were gathered by distributing structured questionnaire to all the employees at MITC Complex which are Melaka ICT Holdings Sdn Bhd and Malacca International Trade Centre. The questionnaire was measured by using Likert scale to collect data from the respondents and its reliability is considered high. Descriptive analysis was used to summarize all data in order to determine the respondents answer. Besides, Person Correlation Analysis was used to determine whether there is a relationship between independent variables and dependent variable. Other than that, Multiple Regression analysis is also used to examine the relationship between compensation, work environment, job stress, leadership style and job satisfaction of the employees. This study was concluded with conclusion, recommendations from the findings of this study and future research.